

# Enterprise Incident Report June 2011

As of 7/5/2011

## Agriculture and Food

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Agriculture and Food	2	75	1	78
	0	66	1	67
Customer Company Total	2	75	1	78
	0	66	1	67

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#### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	Medium	MIR Total
Agriculture and Food	2 0	75 2	1 0	78 2
Customer Company Total	2 0	75 2	1 0	78 2

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#### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Agriculture and Food	2 0.13	75 0.19	1 0.00	78 0.18
Customer Company Total	2 0.13	75 0.19	1 0.00	78 0.18

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### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Agriculture and Food	2 0	75 1	1 0	78 1
Customer Company Total	2 0	75 1	1 0	78 1

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#### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
Agriculture and Food	2 0.15	75 0.27	1 0.00	78 0.27
Customer Company Total	2 0.15	75 0.27	1 0.00	78 0.27

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### Detail

<b>INC000000324228</b>	Kelly Oneida Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000324237</b>	Nancy Betzing Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Microsoft Access Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000324898</b>	Terry Gurrister Application Services	Application Martin Gonzalez	None Agriculture and Food	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.25
<b>INC000000325422</b>	Noel McSpadden Jr Metro D Desktop Support	PC/Laptop Philip Henderson	Error Agriculture and Food	Microsoft Windows 7 Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.54 2.70
<b>INC000000326064</b>	Terry Gurrister Metro D Help Desk	Network Doug Brown	Password Agriculture and Food	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000326271</b>	Angela M Martinez Capitol Desktop Support	None Paul Ross	None Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000326318</b>	Angela M Martinez Capitol Desktop Support	None Paul Ross	None Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000326414</b>	Taya Morales Application Services	Application Martin Gonzalez	None Agriculture and Food	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.37 0.40
<b>INC000000327043</b>	Drew Matthews Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000327047</b>	Brett Gurney Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000327050</b>	Ron Davidson Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000327057</b>	Gordon Brown Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Microsoft Access Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000327064</b>	Kathleen Mathews Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000327070</b>	Kelli Spencer Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	Avery LabelPro Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000327081</b>	Sue Munteer Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Microsoft Office Professional 20 Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000327094</b>	Donald Nerdin Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	WinWam Software Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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<b>INC000000327175</b>	Sharon Simonson	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000327177</b>	Karen Parkes	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000327394</b>	Deb Devey	None	None	None		TIR Missed:	No	TIR:	0.42
	Rural Central Desktop Support	Paul Petersen	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.42
<b>INC000000328087</b>	Grant Tidwell	None	None	None		TIR Missed:	No	TIR:	0.00
	Rural South Desktop Support	Scott Jesienouski	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000328271</b>	Clair Allen	Network	Password	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000328277</b>	Mark Quilter	Application	Password	PGP		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000328302</b>	LaJeanne Gilgen	Network	Password	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000328570</b>	Kathleen Mathews	Application	None	Novell GroupWise		TIR Missed:	No	TIR:	0.18
	Application Services	Martin Gonzalez	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	3.54
<b>INC000000329065</b>	Karen Parkes	Print/Copy/Scan/Fax	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000329075</b>	Kathleen Mathews	Network	Password	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000329184</b>	Jack Forsberg	Application	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.00
	Help Desk	Brenda Treadway	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000330161</b>	Rhonda Overman	Application	Reporting	Adobe Acrobat		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000332949</b>	Noel McSpadden Jr	PC/Laptop	Password	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000332952</b>	Therese Aschkenase	Network	Password	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000332969</b>	Jay Schvaneveldt	Network	Password	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000332973</b>	Deb Devey	Network	Password	Novell ConsoleOne		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00
<b>INC000000332975</b>	Steven Wright	PC/Laptop	Hardware	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed:	No	TTR:	0.00

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<b>INC000000332978</b>	Noel McSpadden Jr Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000333483</b>	Cody James Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000333505</b>	Sue Munteer Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000333564</b>	Linda Lewis Metro D Desktop Support	PC/Laptop Jon Hager	Error Agriculture and Food	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000334106</b>	Richard Leyba Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000334107</b>	Gordon Brown Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Toner/Fuser/Ink Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000334109</b>	Cody James Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000334111</b>	Mark Martin Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000334113</b>	Jay Schvaneveldt Metro D Desktop Support	Application Jon Hager	Password Agriculture and Food	PGP Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000334119</b>	Phillip Crowther Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000334123</b>	Shelly Jensen Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Microsoft Access Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000334125</b>	Sue Munteer Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	Microsoft Office XP Professiona Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000334919</b>	Kristopher Watson Voice Operations	Telecom Annette Nielsen	Voice Mail Agriculture and Food	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.60 0.78
<b>INC000000335003</b>	Robert Hougaard Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Microsoft Office Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000335006</b>	LaJeanne Gilgen Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000335015</b>	Ronald Larsen Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Microsoft Access Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
<b>INC000000335019</b>	Cody James Metro D Desktop Support	Application Jon Hager	Password Agriculture and Food	PGP Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00



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<b>INC000000335020</b>	Robert Hougaard	PC/Laptop	Hardware	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000336036</b>	Larry Lewis	Application	Error	None		TIR Missed:	No	TIR:	0.27
	Application Services	Martin Gonzalez	Agriculture and Food	High	Resolved	TTR Missed:	No	TTR:	0.27
<b>INC000000336056</b>	Larry Lewis	Application	None	Proofpoint Email Security		TIR Missed:	No	TIR:	0.00
	Application Services	Martin Gonzalez	Agriculture and Food	High	Resolved	TTR Missed:	No	TTR:	0.03
<b>INC000000336371</b>	Eldon Ekins	Application	Password	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000336383</b>	David Carter	Application	Password	Utah Master Directory		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000336387</b>	Myron Rawlinson	Application	Password	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000336402</b>	Kyle Stephens	Application	Password	PGP		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000336404</b>	Mark Martin	Network	Incident	None		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000336536</b>	Kyle Stephens	Network	Error	Novell eDirectory		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000336539</b>	Jay Schvaneveldt	Application	Reporting	Microsoft Word		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000336544</b>	Gordon Brown	PC/Laptop	Password	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000336546</b>	Cary Wise	Application	Password	Novell GroupWise		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000336873</b>	Terry Gurrister	Application	Password	Novell GroupWise		TIR Missed:	Yes	TIR:	9.83
	Application Services	Martin Gonzalez	Agriculture and Food	Low	Resolved	TTR Missed:	Yes	TTR:	10.00
<b>INC000000337991</b>	Trudy Casey	PC/Laptop	Error	None		TIR Missed:	No	TIR:	0.74
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.74
<b>INC000000338332</b>	Dave Daniels	Telecom	Voice Mail	Telephone		TIR Missed:	Yes	TIR:	1.07
	Voice Operations	Lois Schow	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	1.21
<b>INC000000338792</b>	Larry Lewis	PC/Laptop	Error	Microsoft Windows XP Professio		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00
<b>INC000000338819</b>	Clark Burgess	Application	Error	Microsoft Access		TIR Missed:	No	TIR:	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed:	No	TTR:	0.00

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<b>INC000000338836</b>	David Oberhansley	PC/Laptop	Password	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000339275</b>	George A Wilson Jr	None	None	None		TIR Missed: No	TIR: 0.00
	Metro D North Desktop Support	Lori Hartzell	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000339527</b>	Claudette Walcott	PC/Laptop	Performance	Microsoft Windows XP Professio		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000339581</b>	Jed Christenson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000339585</b>	Claudette Walcott	Application	Error	Symantec AntiVirus		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000339588</b>	Brian Tea	Application	Password	Novell GroupWise 32-bit Windo		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000339592</b>	Delia Tracey	Application	Reporting	Microsoft Office Professional 20		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000340050</b>	Jack Wilbur	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000340054</b>	Larry Lewis	Application	Password	PGP		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000340056</b>	Thayne Mickelson	Application	Password	PGP		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00
<b>INC000000340063</b>	Sue Munteer	Application	Password	PGP		TIR Missed: No	TIR: 0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	TTR: 0.00